

IDAHO ENTERPRISE SERVICES OVERSIGHT COMMITTEE

OFFICIAL MINUTES

November 4, 2009

A meeting of the Idaho Enterprise Services Oversight Committee (ESOC) was held on this date in Department of Administration's Conference Room 155, 650 West State Street, Boise, Idaho. The meeting was called to order at 2:04 p.m.

Members Present:

Steve Wilson, State Tax Commission, Committee Chair
Shannon Barnes, Idaho Department of Transportation, Committee Co-Chair
Becky Barton-Wagner, Department of Insurance
Carla Casper, Department of Administration
John McAllister, Idaho Department of Labor
Tom Peterman, Office of the State Controller
Greg Zickau, State CTO and Ex-Officio Member

Others Present:

Bob Hough, Office of the State Controller
Scot Maring, Department of Administration

Approval of Minutes

MOTION: Shannon Barnes moved and John McAllister seconded that the Committee approve the minutes of the October 7, 2009, Idaho Enterprise Oversight Committee meeting as written. The motion passed.

Performance Measures Review

Carla Casper presented that all performance measure statistics, except downtime, will be available by the next meeting. The Office of the Chief Information Officer (OCIO) must still figure a way to automate the downtime measurement in its help desk tool. Prior to the next

meeting, Carla will provide the available statistics to Shannon Barnes to prepare for presentation at the next meeting.

Greg Zickau stated that within the next week, the times currently set for the OCIO's escalation process will be reduced. He understands that this will cause an increase in the number of overdue incidents, but that this is acceptable as this is a move towards continuous improvement of the OCIO's processes.

Agency Migration Update

Carla Casper presented that 34 agencies have migrated to date and that the Department of Insurance is scheduled to migrate tonight. The next agency scheduled for migration is the State Tax Commission. A meeting has been scheduled with the Potato Commission and a request to schedule a meeting has been sent to the Department of Finance to re-engage their migration planning. A meeting will be set soon to begin migration discussion with the Idaho Department of Transportation. A discussion is needed with the Department of Fish and Game before re-engaging their migration. The only small agency remaining from Phase I is the Barley Commission.

Steve Wilson stated that the preparation for migration by the Tax Commission is going well. A two-way trust is up and working, servers have been renamed, their database servers will be built in the new domain, and they are in the process of preparing each workstation. While all of their critical servers will be migrated initially, not all of their servers will migrate immediately.

Decision Tracking

Shannon Barnes presented that when an issue was questioned during the past month, the decision that had been made months earlier was difficult to locate and a log was needed for documenting the committee's decisions. All decisions are to be logged, whether made during meetings or outside of meetings. If any decisions are made outside of meetings, they will be done either via email between committee members or by the OCIO management when emergency decisions are needed.

The decision was made that while a Project Decision Log was used during the design of the Idaho Consolidated Services (ICS) system, a new Operations Decision Log is needed. Scot Maring was tasked to send a copy of the current Project Decision Log to all members so that they could decide how to proceed with the new log.

Read Only Domain Controller Test Results

Steve Wilson reported that a Read Only Domain Controller (RODC) had not been tested yet. His plan is to have an older server taken to his agency's Twin Falls location and set up as an RODC within the next two weeks. He has asked the office manager to begin benchmarking

access times now to compare to times once the RODC is installed. He should have the results by the next committee meeting.

Document Review Results

- **Security Policy Document** – Shannon Barnes reported that this document is very thorough and contains many expectations. Carla Casper added that since the only current Enterprise Managers are from the OCIO, many of the expectations have not yet been needed. It was decided that the document would be reviewed in six months.
- **Active Directory Design Document** – Carla Casper provided a handout showing the items required by the document. Not all items are being done at this time and is a work in progress. Carla was tasked to provide a recommendation at the next meeting on how best to accomplish the requirements.
- **Service Agreement Document** – Becky Barton-Wagner reported that this document also had several items not being done or that could be done better and that it was also a work in progress.
- **Policies and Procedures Document** – Steve Wilson was unable to report as he had been sent the wrong document to review.

The OCIO was tasked to prepare and present at the next meeting a proposed implementation schedule for reviewing documents, such as the required security logs.

The document reviewers were tasked to prepare and distribute electronic notes on their assigned documents to all committee members prior to the next meeting and to bring the results to the next meeting for discussion.

Services Portfolio / Consolidated Services Planning

Greg Zickau provided a handout listing the service offerings currently provided by the OCIO and asked which services the ESOC should oversee. He recommended possible candidates are Internet, Firewall Management, Spam and Virus Filtering, Wide-Area Network (WAN) Administration, Metropolitan Area Network (MAN) Administration, Telephone Services, and Video Teleconferencing (VTC).

The next steps are to determine the services to be overseen, identify the operational requirements of the services, and then collapse them into ESOC's responsibilities.

Operational Requirements for New Services

This topic was deferred to next month's meeting.

Processes Planning

Carla Casper provided a handout showing that the processes for Incident Management, Problem Management, and Change Management have been completed; the Operations Team is currently working on Release Management; and that Configuration Management would be next.

When asked which process the team should work on after Configuration Management, the decision was made to wait until the five listed processes were completed and fully implemented. The committee would then decide which process should come next based on what is reasonable and which would provide the most value.

Signatures on Service Agreement

The decision was made that a signature page or signature section should be added to the Service Agreement (SA) and that an “Agency Authorized Representative” from the agency would be expected to sign it. Additionally, it was discussed that the SA did not contain verbiage related to the steps required to address the ESOC if an agency was not happy with the services they were receiving. Such steps are to be added to the SA.

Draft MOU Status Update

Carla Casper provided a handout of the ICS Domain Acceptable Use Policy that contained comments from legal review and from Carla. Legal’s main concern was that the policy was saying that a user has a reasonable expectation of privacy in their email, when in fact a user has no expectation of privacy. Tom Peterman volunteered to work on the privacy wording. The intent of the wording is not to address user privacy, but to address OU Admins not abusing their access to an agency’s information and unauthorized access to other agencies’ information.

Other

Steve Wilson pointed out that the ESOC Charter should contain a Conflict of Interest statement for any private sector members. He had researched and had a proposed statement to add to the charter. Since the Information Technology Resource Management Council (ITRMC) must approve any changes to the charter, he will work with Greg Zickau to get the issue before the council.

Carla Casper stated that an agency had asked if there is a fee if they have a user on ICS, but the user has no mailbox. She further explained that the user would require a Windows Client Access License even if they do not have a mailbox. The decision was made that if they need to be online, they must pay for a mailbox.

Adjournment

The meeting was adjourned at 3:50 p.m.

Steve Wilson, Chairman
Idaho Enterprise Services Oversight Committee

Scot R. Maring, Project Coordinator
Department of Administration